

**EFFECTS OF DEMOGRAPHIC AND  
ORGANIZATIONAL FACTORS ON JOB  
SATISFACTION OF EMPLOYEES IN  
INTEL MALAYSIA**

**SELVE D/O KRISHNAN**

**UNIVERSITY UTARA MALAYSIA**

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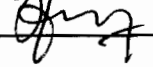
**EFFECTS OF DEMOGRAPHIC AND ORGANIZATIONAL FACTORS ON JOB SATISFACTION OF  
EMPLOYEES IN HUMAN RESOURCE SHARED SERVICE CENTER (HR SSC) IN INTEL MALAYSIA**

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## **LIST OF ABBREVIATIONS**

HR SSC	Human Resources Shared Service Center
AJDI	Abridged Job Descriptive Index
AJIG	Abridged Job in General Index
MNC	Multi National Companies
TQTM	Total Quality Talent Management

## **ABSTRACT**

This study explores and describes the impact of age, gender, job level and salary on job satisfaction among Human Resource Shared Service Center employees in Intel Malaysia. This is based on Herzberg's motivation hygiene theory which provides the framework to extend research in the context of a big organization lacking published information on the current levels of job satisfaction in the organization. Data from 136 participants are being collected. Findings are discussed and analyzed. This study will help to understand the needs of employees and what changes could improve the work environment that may assist managers and leaders in developing a more productive workplace.

## **ABSTRAK**

Kajian ini membincangkan dan menjelaskan kesan dari usia, jenis kelamin, tingkat pekerjaan dan gaji terhadap kepuasan kerja antara Sumber Manusia di pusat sumber manusia Shared Service pekerja Center di Intel Malaysia. Hal ini didasarkan pada teori motivasi kebersihan Herzberg yang menyediakan rangka kerja untuk melakukan kajian dalam konteks sebuah organisasi besar kurang maklumat berdasar tahap kepuasan kerja dalam organisasi. Informasi data dikumpulkan dari 136 peserta dengan penyebaran kuesioner. Penemuan-penemuan dibincangkan dan analisis dijalankan. Kajian ini akan membantu untuk memahami keperluan pekerja dan perubahan apa yang dapat meningkatkan persekitaran kerja yang dapat membantu pengurus dan pemimpin dalam membangunkan tempat kerja yang lebih produktif.

## **CHAPTER 1: INTRODUCTION**

### **1.1 INTRODUCTION**

For decades, many researchers are interested in studying the factors impacting employee satisfaction on the job. There are over 12,000 studies that had been documented with regards to job satisfaction and Spector (1985) recommended that job satisfaction is one of the most researched variables in the study of organizational behavior. In addition, the assessment of employee attitudes such as job satisfaction has become a common movement in organizations in which management is concerned with the physical and psychological well-being of their employees.

Today, employee's dissatisfaction is the most important matters in an organization (Robbins, 2007). Uneasiness, unhappiness and the lack of motivation are the most prior ones among these problems. Unhappy employees less focus on his/her work, while, the one who is pleased with his/her work would be peaceful, happy and naturally be motivate on his work. Then this will lead employee to work more efficiently and stimulate his work for his establishment for a bigger income. Previous studies showed that happy workers are the ones who work efficiently. Having a higher morale of workers affects the efficiency of them. If the worker is satisfied with his/her work, he/she will have positive feelings and are more motivated to accomplishing their work (Davis, 1988). Providing

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